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2020 UCare County Satisfaction Survey coming soon

Watch your inbox for an email with a link to the 2020 UCare County Satisfaction Survey. This survey will take approximately 10 minutes to complete.

Your valuable feedback helps us make meaningful improvements. Because of your input in 2019, we added more member support services within our Mental Health and Substance Use Disorder Services Department and added dental access to UCare's county experience improvement strategies.

Please don't forward the survey to other county staff — it is a personalized link. If you'd like another person in your agency to fill out the survey or if you don't receive an email with the link, please contact ahalland@ucare.org, and she will send it to you.

The survey closes Friday, September 11, 2020. Thank you for taking time to share your feedback with us.

UCare strategies for preventive care and childhood immunizations

UCare continues to monitor the impact COVID-19 has had on our members. This includes access to preventive care and immunizations for children. To address access issues and health disparities, we are working on the following initiatives:

- Pre-recorded phone calls to provide education on the importance of scheduling well child exams and immunizations
- Phone outreach to priority age groups (under 2, 4-5, 11-12 and 18) to educate members and families about scheduling well child visits to get immunizations needed to attend daycare or school

- Collaborations with key stakeholders within the Somali and East Asian communities to provide education on the importance of immunizations and accessing preventive care
- Incentive mailing to members who have not seen their provider for immunizations or preventive care

If you have feedback or comments on how UCare can better support our members and county efforts, please reach out to Annie Halland at ahalland@ucare.org.

UCare Mental Health and Substance Use Disorder Services

New email address

The email address for the Mental Health and Substance Use Disorder Services Intake Team changed to MHSUDservices@ucare.org. We encourage you to use this new email address as soon as possible to prevent delays in communication. To protect members' health information, please use UCare's Secure Email Site to send emails to our Intake team.

The old email address

(behavioralhealth@ucare.org) is available for a couple of months before being discontinued.

Intensive Community-Based Services (ICBS) case management

Earlier this year, UCare started offering ICBS through Mental Health Resources (MHR) to Minnesota Health Care Programs members living in the seven-county metro area. We are now expanding this service to Greater Minnesota. Our first expansion is serving members in St. Louis County with Human Development Center. We intend to expand further in the near future.

ICBS case management is intensive, short-term interventions for people who require additional assistance beyond standard case management care models. The service provides quick access to intensive services for members with complex mental health, substance use disorder or medical concerns and high rates of hospital and/or emergency room stays. The service is provided in the home or community with the goal of stabilizing members by reducing emergency room visits, reducing hospitalizations and increasing access to appropriate services.

Members who are referred to ICBS need to have a working phone number where they can be reached. The member may be homeless.

If you have a member that you would like to refer to this program, please talk to them about this service to ensure that they are interested in participating. After you confirm interest, send the [ICBS referral form](#) to MHSUDservices@ucare.org.

UCare's new member ID card format

UCare introduced a [new ID card design](#) in August 2020 for all plans. New cards will be issued to members who join UCare or seek a replacement 2020 member ID card.

Design changes:

- All cards are two-sided
- Card issue date displayed instead of the coverage year
- Plans with copayments include copay information for several services

UCare will not replace 2020 member ID cards issued earlier this year. Providers will accept both member ID card designs for the remainder of 2020. All members will have cards with the updated format after January 1, 2021.

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Issuer: 80840
Name: JOHN Q DOE
ID: 012345678900 PMI#: 089980
RxBIN: 003858 RxPCN: MA RxGrp: L58A
RxD: 012345678900
Svc Type: MEDICAL/DENTAL Group Number: xxxxxx
Care Type: MinnesotaCare

Copays
Non-Preventive Office Visit: \$xx
Emergency Department: \$xx

Issued: MM/DD/YYYY

FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.
Customer Service: 612-676-3600 or 1-877-523-1515, TTY: 612-676-6810 or 1-800-688-2534
UCare 24/7 Nurse Line: 1-888-778-8204, TTY: 1-855-307-6976
Delta Dental Customer Services: 651-768-1416, TTY users call State Relay 711, 1-855-648-1416
Behavioral Health Services: 612-676-6533 or 1-833-276-1185
TruHearing: 1-833-750-5896
Appeals and Grievances: Call UCare: 612-676-6841 or 1-877-523-1517, TTY: 612-676-6810 or 1-800-688-2534

FOR PROVIDER USE - MN primary claims must be submitted electronically.
For outside MN submit claims to UCare, P.O. Box 70, Minneapolis, MN 55440-0070.
Prescription drug claims must be submitted electronically to Express Scripts.
Submit chiropractic claims to: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808
Provider Assistance Center: 612-676-3300 or 1-888-531-1493
Express Scripts Help Desk for Pharmacies: 1-800-922-1557
Dental: Delta Dental of Minnesota, P.O. Box 9120, Farmington Hills, MI 48333-9120

GEDWorks initiative

GEDWorks provides eligible UCare PMAP and MinnesotaCare members with everything they need to prepare for and earn their GED. This includes personal coaching, practice tests, official tests and bilingual (Spanish – English) study resources. UCare developed a free pilot program which was launched in July 2019 with four counties and has expanded to 14 additional counties to support more UCare members throughout Minnesota. Our hope is to expand as we learn more about the value of the program.

This educational support is part of UCare's larger initiative to holistically support the health and wellness of our members. The eight UCare graduates to date earned their GED in 93 days, almost twice as fast as the norm.

Irene Zuniga is among the first eight graduates of the program. For years, Irene would periodically open up a GED study book and soon after close it in frustration. As she told us, "It was just too hard."

Then an email arrived from UCare last winter offering free GED support. Just a few weeks later, she earned her equivalent to a high school diploma.

Zuniga achieved the milestone in less than a month after discovering that, despite her prior negative experiences attempting to study on her own, she had a lot more knowledge than she realized.

A 45-year old native of Mexico who immigrated to Texas at age 12, Irene dropped out of school after eighth grade. She joined a relative in Minnesota more than 20 years ago and has worked at Seneca Foods for nearly as long.

A practice test meant to help her focus her studies showed Irene her life experiences had taught her all she needed to pass the GED tests. She took and passed the first two tests in mid-February and the last two tests nine days later.

While she ended up not needing any help studying, Zuniga said her adviser, Brenda Marquez Ramos, provided valuable assistance getting registered for the program and the tests. Brenda also provided emotional support as she waited for her test results to come and contacted her with congratulations to inform her she had passed.

She said earning her GED has removed her main barrier for employment opportunities. She said she's happy at Seneca Foods and now is considering applying for new positions within the company for which she was not previously eligible.

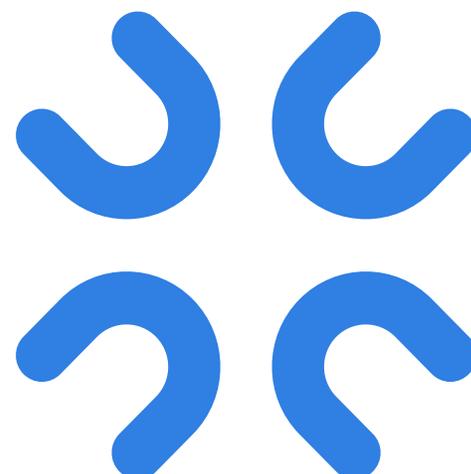


Zuniga has these words for anyone else out there who has let fear discourage them from seeking their GED: "Go for it. Don't be scared like me. It looks much harder than it is."

Eligibility requirements:

- Current PMAP or MinnesotaCare UCare member
- Resident of Blue Earth, Brown, Dakota, Faribault, Freeborn, Isanti, Le Sueur, Martin, Morrison, Mower, Nicollet, Nobles, Ramsey, St. Louis, Todd, Wadena, Washington or Wright county
- Not enrolled in an accredited high school or have a high school diploma
- Either over the age of 19, or if 17 or 18 years old, have an approved age waiver

Please refer interested members to ged.com/ucare to apply. For questions, they may reach out to gedworks@ged.com.



Housing Stabilization Services

Housing Stabilization Services (HSS) is a new Minnesota Medical Assistance benefit to help seniors and people with disabilities (includes mental illness and substance use disorder) find and keep housing.

The purpose of these services is to:

- Support an individual's transition into housing
- Increase long-term stability in housing in the community
- Avoid future periods of homelessness or institutionalization

HSS providers do not contract with UCare. HSS providers who are registered with DHS must fill out the [UCare required paperwork](#) online to bill and be paid by UCare. We are asking providers who have questions to reach out to UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493.

Additional HSS benefit information is available on the [DHS Website](#) and the online [MHCP Provider Manual](#).

Bruce Cantor, M.D., M.S., joins UCare as Medical Director

UCare is excited to welcome our new Medical Director, Bruce Cantor, M.D., M.S. Dr. Cantor reports to UCare Chief Medical Officer Julia Joseph-Di Caprio, M.D. He is responsible for conducting day-to-day medical management and leading ongoing improvement. Dr. Cantor provides guidance to utilization management, appeals, medical policy and quality improvement teams to ensure UCare members receive care that is safe, timely, effective, efficient, equitable and patient-centered. He also provides clinical support as needed for complex case management, disease management and vendor services.

Prior to joining UCare, Dr. Cantor was a Medical Director at Medica for 8 years. He has been a practicing pediatrician at Partners in Pediatrics since

1999 where he works with an economically, culturally, and racially diverse patient panel to address their clinical and social needs. Dr. Cantor has been an Adjunct Assistant Professor of Pediatrics at the University of Minnesota since 2006.



“We welcome Bruce to our medical leadership team,” says Dr. Joseph-Di Caprio. “His combined medical management and clinic practice experience — especially related to health equity — is a powerful asset to UCare.”